

# **State of California 9-1-1 OPERATIONS MANUAL**

## **CHAPTER II - SYSTEM DESCRIPTIONS**

This chapter illustrates the four approved methods of emergency call handling procedures both within a PSAP and between a PSAP and other public safety agencies. Common 9-1-1 configurations are also included within this chapter. 9-1-1 system designs may combine any approved system configuration.

### **Methods of Response**

There are four approved methods of response for a PSAP to utilize. California law (Government Code Section 53112) requires all systems to employ at least three of the following methods:

- Direct Dispatch – All call answering and dispatching is done by personnel at a single PSAP.
- Transfer – PSAP personnel determine the proper emergency response agency and transfer the call to the appropriate agency for action.
- Relay – The call is answered at the PSAP where pertinent information is gathered. The PSAP personnel then verbally relay that information to the appropriate emergency response agency.
- Referral – In non-emergencies, PSAP personnel determine the nature of the call and refer the caller to the telephone number of the proper agency. The caller then dials that telephone number. The use of the referral method shall only be for non-emergency situations.

Diagrams depicting the four methods of response start on page II.3.

### **9-1-1 System Configuration**

Enhanced 9-1-1 systems are characterized by the following features: Selective Routing, Automatic Number Identification (ANI), and Automatic Location Identification (ALI).

#### **Selective Routing**

Selective routing is a network service arrangement that automatically routes 9-1-1 calls from a predetermined geographic area to the PSAP that has jurisdictional responsibility for that area, irrespective of network service provider exchange or wire center boundaries.

#### **Automatic Number Identification (ANI)**

This feature identifies and displays, at the PSAP, the telephone number of the originating 9-1-1 call.

### **Automatic Location Identification (ALI)**

This feature identifies and displays, at the PSAP, the address location of the telephone originating the 9-1-1 call, and some additional information including the caller's telephone class of service, the primary law enforcement, fire and emergency medical response agencies that serve the caller's address.

### **Master Street Address Guide (MSAG)**

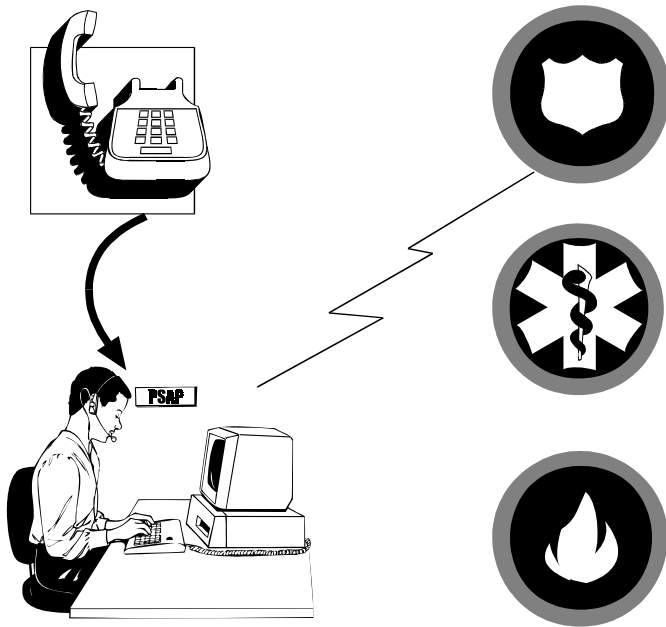
The Master Street Address Guide (MSAG) is the most important element of the E9-1-1 system. The MSAG is a computerized database that contains an alphabetical list of the street names, address ranges, postal communities, and Emergency Service Numbers (ESN). See ***Chapter VIII*** for additional information about MSAG.

### **Emergency Service Number (ESN)**

An Emergency Service Number (ESN) is a three digit number representing a unique combination of emergency service agencies (law enforcement, fire and medical) designated to serve a specific range of addresses within a particular geographical area. The ESN facilitates the selective routing of 9-1-1 calls to appropriate PSAPs.

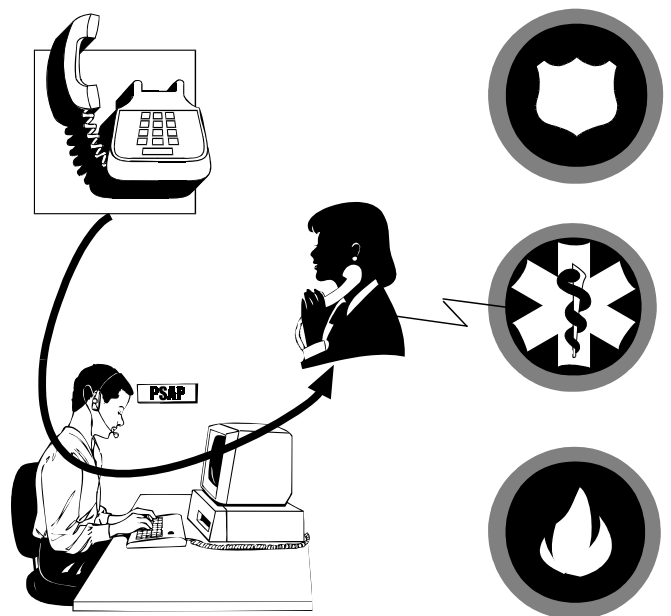
There will be at least one ESN associated with each PSAP location. The number of ESN codes assigned to a particular PSAP is determined by the combination of emergency services for which the PSAP answers.

## DIRECT DISPATCH AND TRANSFER METHODS DIAGRAMS

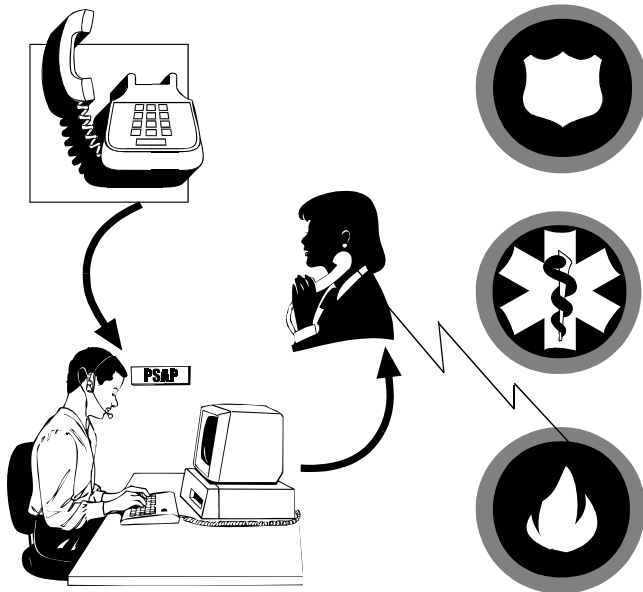


Direct Dispatch -- All call answering is done by call takers at a single PSAP.

Transfer -- PSAP call taker determines the proper response agency and transfers the call.

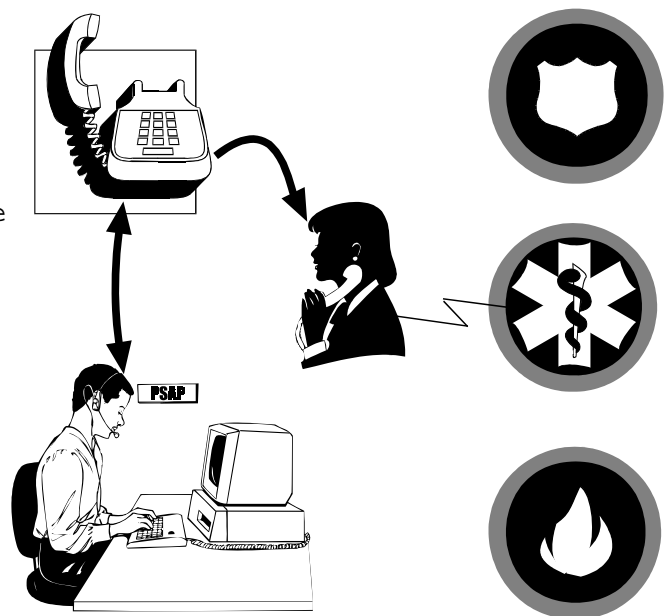


## RELAY AND REFERRAL METHODS DIAGRAMS

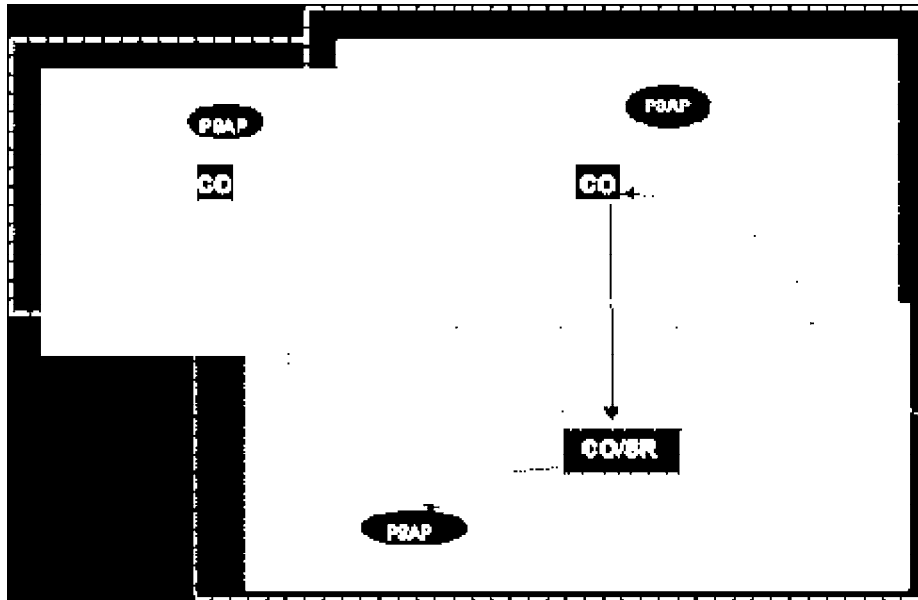


Relay -- The call is answered at the PSAP where pertinent information is gathered. The call taker then verbally relays that information to the appropriate agency.

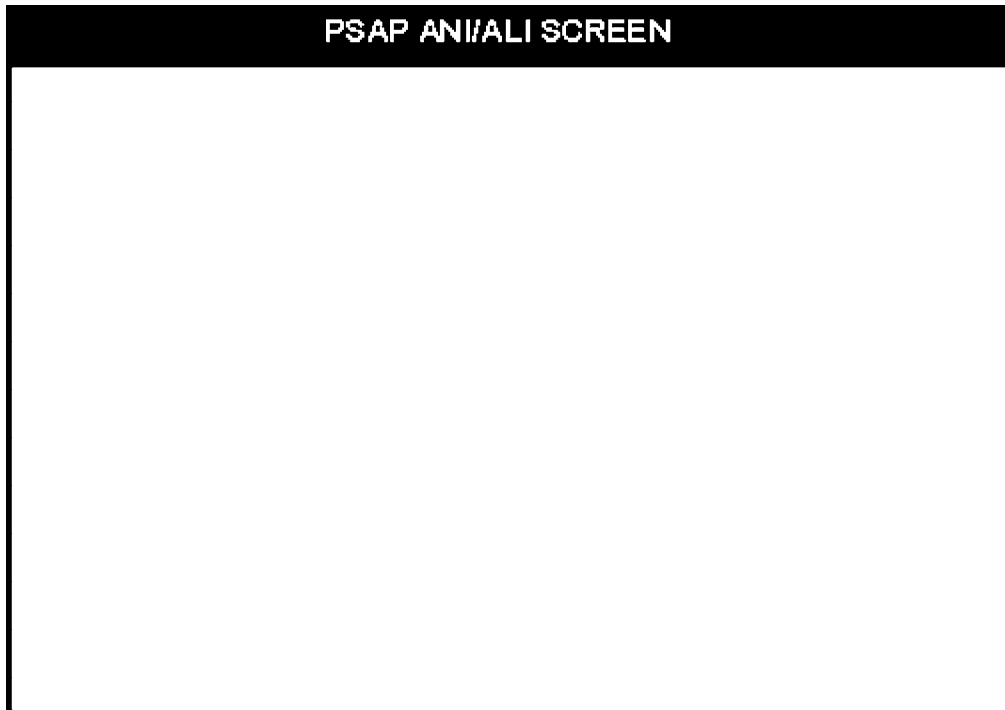
Referral -- In non-emergencies, the PSAP call taker determines the nature of the call and refers the caller to the public telephone number of the proper agency. The caller then dials that telephone number.



## SELECTIVE ROUTING CONFIGURATION



**ALI DISPLAY UNIT  
DEPICTION AND DEFINITIONS**



## GENERIC SYSTEM DIAGRAM

